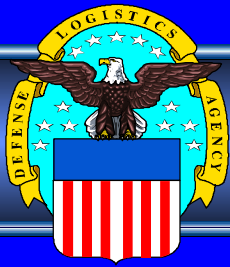


Defense Contract Management Command



Benchmarking

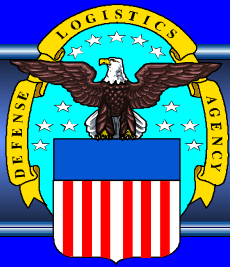


Benchmarking Briefing Agenda

Topics To Cover:

- Define Benchmarking
- Why We Want To Develop The Tool
- How It “Fits” With Present Systems
- DCMC Benchmarking
 - Model
 - Plan
 - Roles & Responsibilities
- Project Status

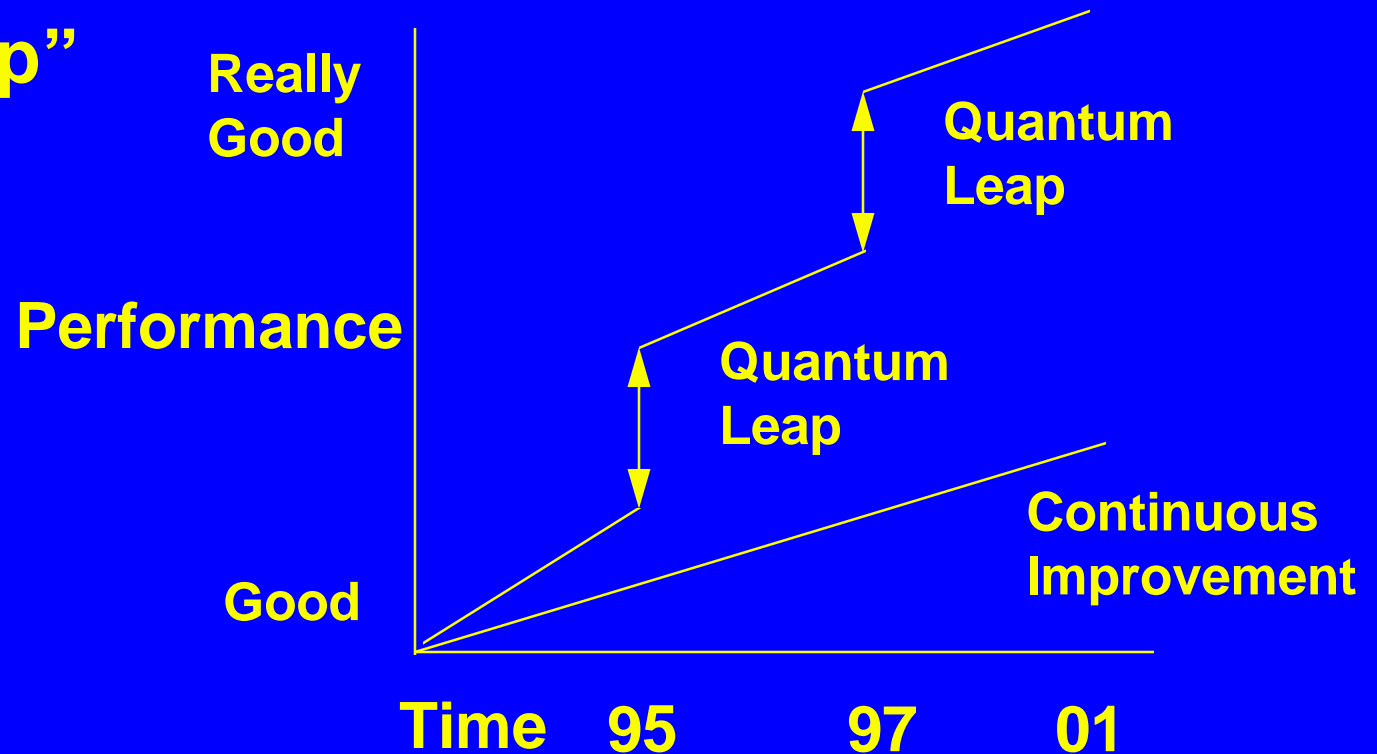


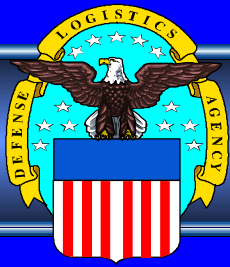


Benchmarking Definition

“Benchmarking is a process through which an organization compares its internal performance against an external standard of excellence and then acts to close the gap”

**“Faster”
“Better”
“Cheaper”**



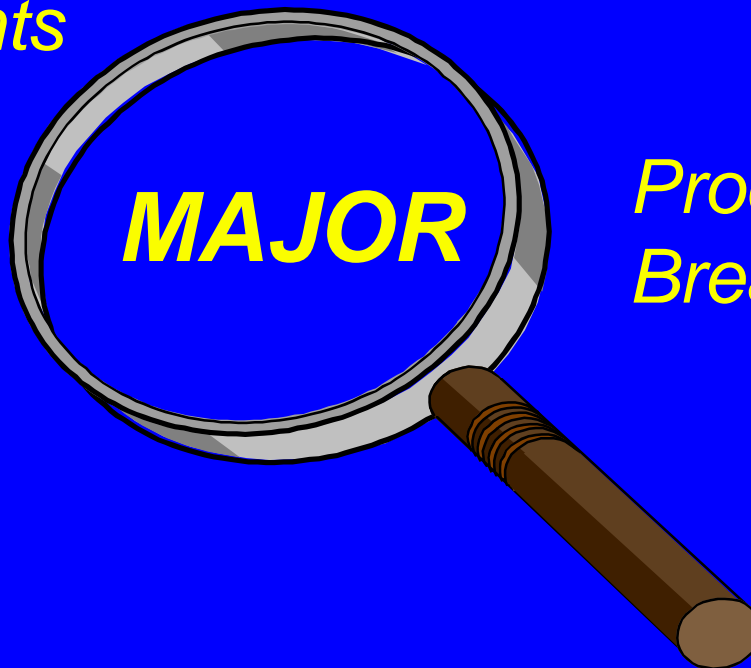


Why Benchmark? Why Now?

...To Support the GPRA, NPR and DoD Strategic Plan to Benchmark

...To Achieve DCMC-Wide Strategic Improvements

Identify



MAJOR

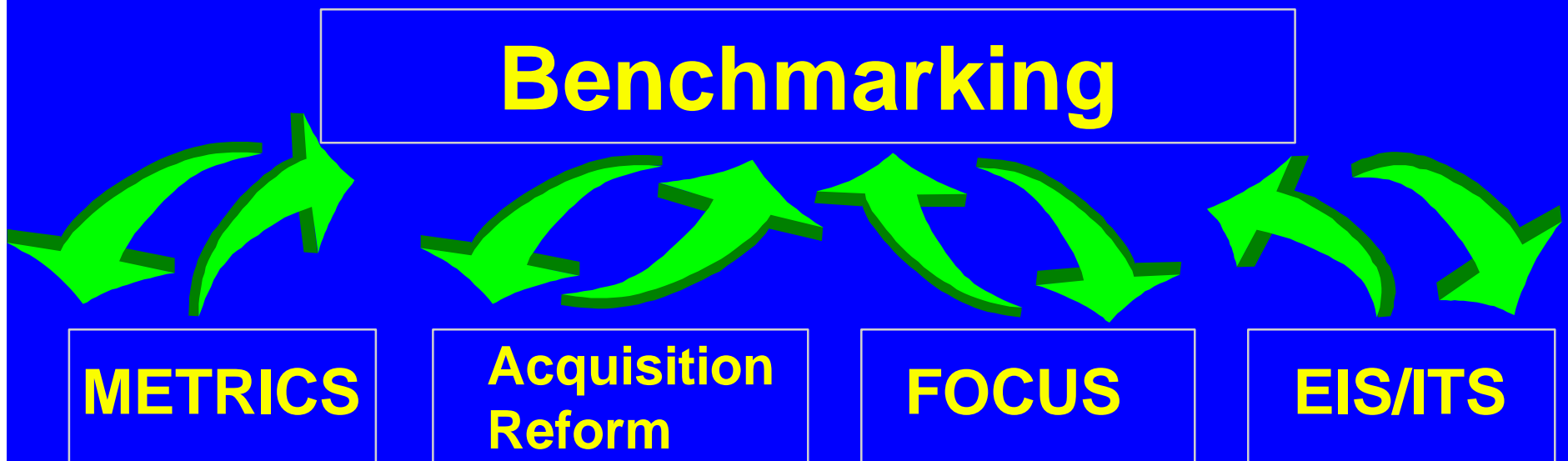
Process Breakthroughs



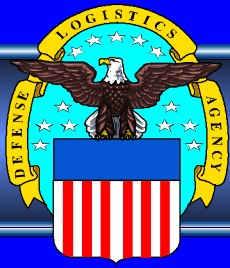
Linkage With Existing Systems

PLAS/Benchmarking/PROCAS -- It All Fits:

*Together, They “Institutionalize
Process-Based Management”*



The Relationship Is Interactive



How DCMC Will Benchmark

- **Benchmarking Plan**
 - **Process Selection**
- **Project Charters**





DCMC Benchmarking Model

DCMC Benchmarking Project Model:

Phase 1 - Select Process & Plan Study

Phase 2 - Document Process & Collect Internal Data

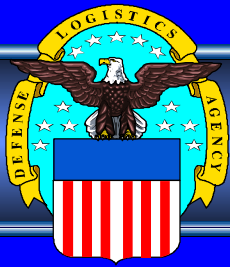
Phase 3 - Select Benchmark Partners

Phase 4 - Conduct the Benchmark Study

Phase 5 - Implement Improvements

**Key
Steps**

**Planning
Internal Benchmark**



Plan For Benchmarking

Not All Employees Will Be Involved In Headquarters Sponsored Benchmarking Projects:

Average Duration: 3-5 Months

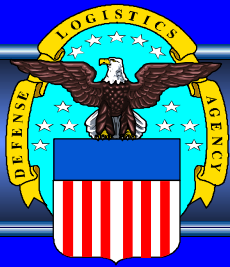
Just-In-Time Training For Teams

First Internal Then External



Communication Is Key:

- *Publicizing Which Processes Are Being Studied Command-Wide*
- *Sharing of Information When Requested*
- *Thinking DCMC-Wide*



Roles & Responsibilities

**Management
(all levels)**

Leadership, Support, Resources

**HQ & District Process
Owner/Champion**

**Team Member, Leadership,
Support, Technical Information &
General Focus**

DPRA

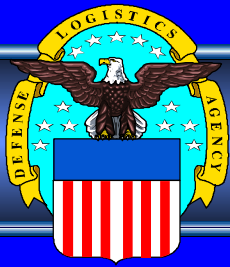
**Team Member, Database
Info. & Process Gap Analysis**

Team Member

Subject Matter Expert

**DCMC Benchmarking
Steering Group**

**Plan Updates, Support to Teams,
Project Recommendations**



Project Status

Three Benchmarking Projects in Progress:

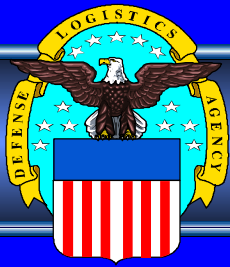
- **Pre-Delivery Surveillance - DCMDE**
- **Contract Receipt and Review - DCMDE**
- **Authorizing and Accepting Shipments
- DCMDW**



Project Status

Six more scheduled for completion in FY 96:

- **Program Integration - DCMDW**
- **Contract Closeout - DCMDW**
- **Product & Manufacturing Assurance Subprocess - DCMDE**
- **Three “Business Processes” - AQB**



What Now?

- **We Want You!**
 - **Suggest FY 97 Benchmark Projects**
 - **Support Project Teams**
 - **Share Best Practices**
 - **Keep In Touch With Steering Group Members**

